Inside the Office

State of Utah Governor Mike Leavitt

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Governor Announces 2002 Chief Information Officer Awards

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Agencies and teams exemplify best practices in technology

Governor Mike Leavitt today recognized the state's 2002 Governor's CIO Award winners, the state award for outstanding information technology projects. The winners of this award exemplify best practices in the design and implementation of information technology systems that promote quality in state government, and improve the delivery of state government services.

"Economic competitiveness in the 21st Century requires efficient and seamless interaction with government," said Leavitt. "These award winners exemplify the progress we must make if we are to deliver expanded services at significantly less cost."

Making government more efficient is a priority of the Leavitt administration. Online services are the focal point. Now in his third term, Leavitt founded the Western Governors University, an online, competency-based institution that provides postsecondary education; directed state agencies to deliver services online by 2004; designed the "digital state" initiative that created the award-winning Utah.gov service portal; and, recently proposed high-tech high schools.
The state's homepage, Utah.gov, hosts over 3 million user visits and supports approximately 425,000 transactions each month. The site offers a wide range of online services, including vehicle registration renewals, business tax filings, hunting and fishing licenses, business name registration, official form downloads, and hundreds of government information resources. More than 35 new online applications have been added to the portal in the last two years.

This year's Chief Information Officer Award winners are:

Product Manager/Team of the Year-State Tax Commission
This award is given to the department, individual or team that best exemplifies the principles and practices of Product Management. These include effective communication, user-centric design, implementation of the Governor's eGovernment objectives, and implementation of business practice improvements through technology.

Outstanding Online Applications:

- Telefile Tax Filing
- Sales and Use Tax Payment
- Temporary Sales Tax
- Watch Your Car

E-gov Outreach-Department of Workforce Services
The winner for e-government outreach (communication) initiatives is awarded to the department

or team that most effectively helps users both inside and outside the organization to learn about new e-government initiatives, and how to make the most of online services.

Outstanding Online Applications:

- jobs.utah.gov
- File unemployment insurance claims
- Employer registration

Preacher Bob User Interface Golden Egg Award-Dept. of Human Services
The Golden Egg Award is special recognition for the best user interface for a department web site for 2001 - and in conjunction is recognized for reducing "hunting and pecking" on the Internet when seeking information.

Friction-less government Award-Dept. of Commerce
This award is given to the entity that most aggressively reshapes business practices to better serve businesses in an e-government environment.

Outstanding Online Applications:

- Annual Business Renewal
- Professional Licensing Look-up and Verification
- Occupational and Professional License Renewal
- Uniform Commercial Code filing

Most Resourceful in Implementing E-Government Initiatives-Commission of Criminal and Juvenile Justice team
This award is given for doing the most with the least. Through the Commission on Criminal and Juvenile Justice, this team created critical crosscutting applications that serve state agencies, local law enforcement and the judicial branch of government.

Local Government Technology Transfer -Utah Association of Counties
The winner of this award demonstrates a broad vision of e-government and the ability to break down walls between local, state, and federal governments. Utah Association of Counties is a leader in establishing Geographic Information Systems in county government. Utah is unique among states with its high level of GIS technical expertise in all its counties.

Leadership in digital geographic data development-AGRC
This award recognizes the Automated Geographic Reference Center for its dedication (over 20 years) to building a corporate digital geographic information database that is easily accessible to all levels of government and the general public.

Outstanding Local e-Government Online Application-Salt Lake City Dept. of Public Utilities
This award recognizes the Salt Lake City Dept. of Public Utilities for its citizen application for online payment of water bills, and also for including an easy to understand chart that shows you the comparison of monthly water consumption.

<u>**Awards for Outstanding Online State Applications**</u>

e-Rules-Div. of Administrative Rules, DAS
This application supports web filing and the publication of Administrative rules. e-Rules also eliminated the re-keying of information and abandons the old paper publication schedule in favor of real-time publication.

Unclaimed property search-Office of State Treasurer
This application allows citizens to search for unclaimed property. Unclaimed property consists of money and other personal assets that are considered lost or abandoned when an owner cannot

be located after a specified period of time.

Nuclear Generator Site Access Permit & Renewal System-Div. of Radiation Control, Dept. of Environmental Quality
This application allows citizens to create a permit for disposal of low-level radioactive waste.

e-Government supporting 2002 Olympics-Governor's Office and the Dept. of Community and Economic Development
These websites, Olympics for Locals, Olympics FYI, Olympic Memories and Utah 2002, catered to the needs of Utah citizens before, during and after the Olympics, It assisted businesses in taking advantage of the Olympic opportunities and gave citizens a chance to share the Olympic experience and create Olympic memories.

Power Forward -Energy Office, Dept. of Natural Resources, UtilitiesS
Power Forward is an early alert system to keep Utah's residents and businesses informed of the conditions on the electric power system.

Utah Historical Society Market Place Div. of State History, Dept. of Community and Economic Development.
This application is an online shopping site for Utah Historical Society products.

Online Community Services Directory
This is a collaborative effort among Community Information and Referral Centers, Dept. of Workforce Service, the CIO's Office and Utah Interactive. The Community Services Directory is a single point of access for information about health and human services. This application has also been nominated for the Stockholm Challenge Award for e-Government.

The Center for Digital Technology also presented Leavitt with an award naming him one of the "top 25 e-governors in the country." The award recognizes public sector leaders who have championed technology as a way to conduct government business faster, easier and more effectively.

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